

NORTHEAST HOME HEATING OIL RESERVE QUESTIONS & ANSWERS

January 2011

1. QUESTION: How do I Register?

ANSWER: From the Home Page, click on the Register button from the navigation menu.

To register for email alerts only: Fill in the First Name, Last Name and Email boxes, then click Submit.

To register for bidding: Fill in the First Name, Last Name and Email boxes, then scroll down and complete the boxes for Company Information and select a username. Then click the Submit button. Your temporary password will be emailed to the email address specified when registering. Use this password to logon to the Northeast Home Heating Oil Auction System. At that time you'll be prompted to select a password of your choosing.

2. QUESTION: How do I Unregister?

ANSWER:

If you are registered for Email Alerts only:

From the Home Page, click on the Register button from the navigation menu. It will take you to the registration page. Fill in the First Name, Last Name and Email boxes and check the box labeled "To Unsubscribe". Then click the Submit button.

If you are registered for Bidding:

Click on the Logon button and provide your username and password, then click the Log in button.

From the Home Page, click on the Register button from the navigation menu. It will take you to the registration page which will be filled in with the information provided during registration.

Check the box labeled "To Unsubscribe". Then click the Submit button.

3. QUESTION: How do I Modify my Registration Information?

ANSWER: Click on the Logon button and provide your username and password, then click the Log in button.

From the Home Page, click on the Register button from the navigation menu. It will take you to the registration page which will be filled in with the information provided during registration. You can change any information except your UserName. Then click on the Submit button to save changes.

4. QUESTION: Password Problems?

ANSWER:

To change your password:

Click on the Logon button from the navigation menu. It will take you to the Logon page.

Enter your Username in the box provided and then click on the "[here](#)" link at the end of the sentence *Change password? Enter UserName and Click [here](#).* This will take you to the New Password page. On this page type in your old password, your new password, then repeat your new password for verification. Then click the Submit button.

If you have forgotten your password or your password has expired:

Click on the Logon button from the navigation menu. It will take you to the Logon page. On this page there is a link for Forgotten/Expired passwords: **Forgotten or Expired password? Click [Here](#).** Click on the "[here](#)" link. Enter your UserName and Email address in the provided boxes and then click on the Submit button. An e-mail will be sent to the Heating Oil System Administrator and a new temporary password will be issued and emailed to you at the e-mail address provided during registration. Use this temporary password to logon to the Heating Oil Auction System. At that time you'll be redirected to the Change Password page where you must change your password to one of your choosing.

5. QUESTION: Quantities are automatically expressed in multiples of 50,000 barrels. Can I input other desired quantities?

ANSWER: No. All bid quantities must be expressed in multiples of 50,000 barrels.

6. QUESTION: How is my bid expressed?

ANSWER: All bid prices are expressed as a flat unit price per gallon. Quantities are in thousands of barrels (mb). For example: \$2.5701 per gallon for 50 mb.

7. QUESTION: Are multiple bids allowed?

ANSWER: Yes. Multiple quantity/price bids are allowed for each terminal quantity, the sum of which may not exceed the maximum.

8. QUESTION: What does the *Accept Less Yes/No* option mean?

ANSWER: This indicates whether the bidder is willing to accept (Y/N) less than their bid quantity if the remaining unawarded volume is smaller. Default is "Y" See Petroleum Distillate Sales Provisions (PDSP's) B.17

9. QUESTION: What are the possible reasons for denial of a bid?

ANSWER:

Bond was not posted for this bid:

SPR has not received notification that your bond has been received for this sale. Your bids will be retained but not accepted into the system until this notification is received. To verify bond posting, contact Lindsay Partusch (202) 586-5466.

Bid greater than available at [location]:

Awarded quantity less than bid quantity because the available oil at the terminal or location specified has been exhausted.

Bid greater than available, but accept less = 'N':

Awarded quantity equal zero because the bid quantity was greater than the available oil at the terminal or location and bidder specified they would not accept anything less than the bid amount

Available Quantity = 0 at [location]:

Awarded quantity equal zero because the available quantity at the terminal or location specified has been exhausted.

11. QUESTION: I submitted a bid in which I selected the wrong bid quantity or accidentally mistyped my unit price. How can I change it?

ANSWER: To modify the quantity amount on a submitted bid, select the correct quantity from drop down box and submit your new bid. To modify the dollar amount on a submitted bid, highlight the dollar amount and delete it, then retype your unit price and submit your new bid.

12. QUESTION: How do I cancel a bid that I previously submitted?

ANSWER: To cancel a previously submitted bid, you must change the quantity to 0 and submit that bid.

13. QUESTION: Is there a limit on the length of time I have to submit my bid once I start typing?

ANSWER: No. The bid screen “freezes” (the Auto Refresh is paused) once you start to enter a bid. A message is displayed on the bid page next to the Auto Refresh counter stating “Auto Refresh is paused, Click Refresh or Submit”. The screen will remain “frozen” until you click “Submit” or “Refresh”.

14. QUESTION: What happens to my bid if I click “Refresh” instead of “Submit”?

ANSWER: If you click “Refresh” instead of “Submit” you will cancel your bid. You will have to re-enter your bid quantity and premium and click “Submit”.